FACULTY OF SCIENCE

ACADEMY OF COMPUTER SCIENCE AND SOFTWARE ENGINEERING	
MODULE	IT00300/IT08X30
	SOFTWARE FACTORIES
CAMPUS	APK
EXAM	JANUARY 2019 SUPPLEMENTARY

DATE: 29 January 2019

SESSION: 15:00 – 17:00

ASSESSOR(S)

Prof JJ Langerman

INTERNAL MODERATOR

EXTERNAL MODERATOR

Prof AC Leonard (UP)

DURATION: 2 Hours

MARKS: 100

THIS PAPER CONSISTS OF 2 PAGES INCLUDING THE COVER PAGE

INSTRUCTIONS:
1. Answer **ALL** the questions.
2. Write neatly and legibly.
3. Read the questions thoroughly.
4. Ensure that all questions are clearly marked on the answer sheet.

QUESTION 1

According to Humble and Farley how does organisations process information? This model is also referred to as the Westrum model.

[18]

Question 2

Strategy is important as it sets the direction for any company. Different strategies drive different outcomes.
   a)   Contrast Blue Oceans Strategies with Red Ocean strategies (10)
   b)   Discuss the propositions on which a strategy's success hinges (6)

[16]

Question 3

Using Lax and Sebenius' (3D Negotiation, HBR, 2003) 3D model for negotiation as a framework, describe how you will go about negotiating a deal for procuring a software package. Incorporate Streetwise tactical ploys and concepts from Fisher's "Getting to Yes" into your answer.

[14]

Question 4

It is important when one considers Enterprise Architecture to align with the operating model of the enterprise. Using a diagram to discuss the four different types of operating models as defined by Ross (Enterprise Architecture: Driving benefits from IT, MIT Sloan, 2006).

[18]

Question 5

Managing software development is a demanding and stressful job. What rituals can one establish to renew their energy?

[12]

Question 6

Building high performing teams is a critical skill of an IT Leader. Discuss the lessons that high performing teams can learn from the Pygmies according to Kets de Vries.

[14]

Question 7

Effective leaders manage their negative thoughts and feelings and display emotional agility. It is a highly stressful environment and emotional agility will help to navigate this space. Discuss four practices that can be used to get unhooked from negative thought patterns.

[8]

TOTAL: [100]